Cedric Parks  
Troubleshooting and Maintaining Computers in the Classroom  
Room 205   
Instructor Eric Holshoe

Trouble Shooting Chain of Command

1. Teachers first come to ME most of the time because I am the technology teacher so I am suppose to know everything technology related of course
2. If I am unable to solve the problem the teacher has to fill out a work order at the district helpdesk website. Which they usually ask me how to submit a help request
3. Work orders are prioritized and based on the teachers need in their class so I basically tell everyone to say you can teach unless you have your computer and it usually speeds up the service